

Option 3

File With the Claims Office

The Claims Office will give you a packet which includes all forms needed to file your claim. You have two years from the date of delivery to file your claim with the Claims Office. [Note that a military claims office can only pay you the depreciated value for your items instead of full replacement value.]

If you choose FRV but the carrier is uncooperative or you are not satisfied with the carrier's offer, you still have two years from the date of delivery to file with a military claims office. In most instances, the claims office cannot pay for any items whose loss or damage was not reported within 70 days from the date of delivery.

The Basics of Filing Your Claim

- Notification - Bring your DD Form 1840/1840R along with your inventory to a military claims office within 70 days after date of delivery.
- Decide if you want to file under the FRV, directly with a Military Claims Office, or online with PCLAIMS.
- If you choose the FRV program, notify the carrier and then await further instructions. The carrier has 45 days to contact you with regards to how to complete your claim.
- If you choose to file with the Kaiserslautern Claims Office, complete the HHG Packet and bring it in for finalization within two years of the date of delivery.

**WIESBADEN CLAIMS OFFICE
ROOM 223, BLDG. 1023W
(inside Welcome Center)
CLAY KASERNE, WIESBADEN**

HOURS OF OPERATION

**MONDAY, TUESDAY,
WEDNESDAY, FRIDAY
0900-1200; 1300-1600**

**THURSDAY
1300-1600**

HOUSEHOLD GOODS CLAIMS



**Headquarters, US Army Europe
Wiesbaden Legal Center
Building 1023W, Room 223
Clay Kaserne Welcome Center**

**Phone: 537-0664 (DSN)
0611-143-537-0664 (CIV)**

Updated: 1 December 2014



Household Goods Claims

Documenting what you own is one of the most important things you can do before you move. Ensure that you save receipts, bills, appraisals, high value item inventories, and other documents that could prove ownership of your belongings. These important documents should never be shipped with your household goods. They should be carried with you so that, if your entire shipment is lost, your proof of ownership and value is not lost as well.

An excellent way to document what you own is to take pictures or a video recording of the items in your house immediately before the move. Pictures and videotapes have an added benefit; not only will they show what you own, but they will also demonstrate the condition of items. It's wise to carry the photos and videotapes with you.



During delivery, make sure that the movers have delivered everything. Have a copy of the inventory readily available and check the numbers of items when the movers

bring them into your new home. If you notice that any items are missing or damaged, note these items on DD Form 1840, which the movers will provide you. Do not leave DD Form 1840 blank if you have missing or damaged items. If you notice any additional losses or damage after the movers leave, these items must be noted on DD Form 1840R (the reverse side of DD Form 1840).

Notifying the carrier of any loss or damage that occurred during shipment should be done as soon as possible, but no later than 70 days after delivery. Every item in the shipment must be examined and any additional damage or loss not originally noted at delivery should be recorded on the DD Form 1840R. You must bring your DD Form 1840/1840R along with your inventory to the Kaiserslautern Claims Office within 70 days of delivery. Claims office personnel will assist you with submitting copies of these documents to the carrier. Once your DD Form 1840/1840R is submitted, you have three options with regards to where you file your claim.

After personnel from the Claims Office assist you in notifying the carrier of any loss or damage, you will be given a packet with step-by-step directions and important

Option 1 Full Replacement Value (FRV)

information to assist you in filing your claim with the carrier. This option works best when items are missing or damaged beyond repair. The contract between the carriers and the United States Government allows the carriers to pay the full replacement value of any items that are missing or damaged beyond repair.

The Personnel Claims Army Information Management System (PCLAIMS) is a secure, web-based management tool that af-

Option 2 File Your Claim Online

fords claimants the opportunity to file their notice of loss/damage or claim online from home or anywhere else. To access PCLAIMS, you simply go to **<http://www.jagcnet5.army.mil/pclaims>** and use your CAC card or AKO username and password to enter the program. For further guidance, please refer to our PCLAIMS information brochure.